User Manual of Interactive Web Portal- KSB Secretariat
# Table of Contents

**Introduction to Kendriya Sainik board**

**User Registration**

1. **Registration Form**
   - 1.1 Part I
   - 1.2 User Login
   - 1.3 Dashboard

2. **Application for PMSS**
   - 1. **Application for PMSS**
     - 1.1 Part I
     - 1.2 Part 2
     - 1.3 Part 3
       - 1.3.1 Upload Scanned Document
     - 1.4 Profile
     - 1.5 Change Password
     - 1.6 Signout

3. **PMSS Application Authorization Flow**

4. **ZSB - Login**
   - 3.1 View PMSS Application
   - 3.1.1 Recommend PMSS Application to RSB

5. **RSB - Login**
   - 4.1 View PMSS Application
   - 4.1.1 Recommend Application to KSB

6. **KSB - User Login**
   - 5.1 View and Recommend PMSS Application

7. **KSB - Admin Login**
   - 6.1 View and Approve PMSS Application
   - 6.2 Approve Application
   - 6.3 Eligible Student List for PMSS
   - 6.4 PMSS Payment
   - 6.5 Payment Report
KSB-Welfare schemes 50

1. Application for Welfare Scheme 51

1.1 Profile .................................................................................................................. 56
1.1.1 Change Password .................................................................................................... 58
1.1.2 Signout .................................................................................................................. 58

2. Welfare Application Authorization Flow 58

3. ZSB - Login 59

3.1 View Welfare Application ......................................................................................... 61
3.2 Recommend Welfare Application to RSB ................................................................. 63

4. RSB - Login 64

4.1 View Welfare Application ......................................................................................... 65
4.2 Recommend Welfare Application to KSB ................................................................. 69

5. KSB - User Login 69

5.1 View and Recommend Welfare Application ......................................................... 70

6. KSB - Admin Login 73

6.1 View and Approve Welfare Application .............................................................. 74
6.2 Approve Application .............................................................................................. 76

Grievances 77

1. User Functionality -Grievance Posting 78

2. Track Grievance 81

3. Process at KSB & RSB level 83

4. Grievance Department - User Login 83

4.1 Dashboard ............................................................................................................... 84
4.1.1 Reply .................................................................................................................. 86
4.1.2 Forward .............................................................................................................. 87

5. RSB/ZSB User Login 91

6. KSB User Login – with Grievance Rights 93
Kendriya Sainik Board at the Centre, Rajya Sainik Board and Zila Sainik Board at State and district level are delegated with the functions under Dept. of Ex-servicemen Welfare in the Ministry of Defence.

The Secretary KSB advises the Department of Sainik Welfare in the States / UTs on the policies for resettlement and welfare of Ex-Servicemen, widows and seeks reports from the Director, Department Sainik Welfare / Secretary RSB and Zila Sainik Welfare Officer / Secretary ZSB, on implementation of policies and success in resettling Ex-Servicemen, widows, disabled personnel invalidated out from the Service and their dependents. Advice is rendered on the welfare schemes required for the clientele, which are financed from funds allotted by the Governments of States / UTs and the Amalgamated Special Funds.

This manual illustrates the process of registration and approval of Prime Minister’s Scholarship Schemes at KSB level. Care is taken to explain each function minutely.
User Registration
1. Registration Form

Enter portal URL and press ENTER Key.

Kendriya Sainik Board – Portal Home page will be displayed

Click to register

Click Register link to register for specific scheme.

Registration form will be displayed Fill in the detail as illustrated below
Enter following detail:

Click `Choose File` to select the Photo image. Windows open file dialog box opens. Select the photo image file and click `Upload` button. Selected image will be displayed as shown above.

**Note:**
Only jpeg/jpg/gif/png format allowed. Maximum 1MB allowed.

Application can be filled in two parts:
### 1.1 Part I

<table>
<thead>
<tr>
<th>First Name</th>
<th>enter first name</th>
<th>Date of Enrollment</th>
<th>select date of enrollment from ( )calendar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Middle Name</td>
<td>enter middle name</td>
<td>Date of Discharge</td>
<td>select date of discharge from ( )calendar</td>
</tr>
<tr>
<td>Surname</td>
<td>enter surname</td>
<td>Who you are?</td>
<td>select option from dropdown list</td>
</tr>
<tr>
<td>Service Number</td>
<td>enter service number</td>
<td>Date of Death of ESM</td>
<td>select date of death of ESM</td>
</tr>
<tr>
<td>Ex-Service man Id card</td>
<td>enter ex-service id card number</td>
<td>Father's Name/Husband's Name</td>
<td>enter father/husband's name</td>
</tr>
<tr>
<td>Aadhar Card Number</td>
<td>enter Aadhar card number</td>
<td>Email Id</td>
<td>enter email id</td>
</tr>
<tr>
<td>Concerned RSB</td>
<td>select concerned RSB</td>
<td>Mobile No.</td>
<td>enter mobile number</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>select date of birth from ( )calendar</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Here you have an option to either save your application partially filled or continue to fill.*

To save the application at this stage, click the **Save** button. System send temporary password to your registered email id. System displays message as follows:

**Success**

*Your data has been saved and temporary password has been sent to your email id.*
To continue with registration process, click on Registration page

System asks to enter the name, birth date, password (refer temporary password mail) and email id.

Enter all details as mentioned in Part I registration and click button.

Registration form will be displayed by auto populating the information that is filled under Part I Refer the image below
Continue to fill the registration form with Part II.
Enter following detail

- **House No.** – enter house number, street number and name,
- **Enter Town, Village, City and district**
- **State** – select state
- **Country** – will be select by default
- **Pin Code** – enter PIN code
- **Name Of Bank Account Holder** – enter name of Bank Account Holder
- **Bank Name** – enter bank name and Branch Name
- **Account No.** – enter Account number
- **IFSC Code** – enter IFSC code for Bank
• Pension/Non Pensioners – select option ‘YES’ / ‘NO’

• Click **Submit** button to submit the application. System displays message on successful submission as shown below:

![Success](image)

Your request has been successfully done.
Activation link has been sent to your registered email id.

• And sends Activation link to your registered email id

![KSB Registration](image)

Hello Suraj Shah,

You have successfully registered . Your LOGIN ID is

**swamala.sharma@silvertouch.com**

Link to Activate the registration:

вшего://202.131.117.249/KSBPortal/registration.htm?
Data=57V7GhT8xOZ%3d%3d%3dxffEJR%3d%3d%3d
3dpQ6xIDCV9QP5JcE0R1ZH5S09ApmkwfF3Y46zr1P4tgd1y%4vh--
K04AKTQ6t%3d%3d%3d9XjCULw%3d%3d

Thank You,
* This is auto generated email by system

**Figure 1-7**

Click the activation to logon to the Portal: KSB [Login](#) screen will be displayed:

When the link is activated, simultaneously an email will be forwarded to your registered mail id with User Name & Password:
1.2 User Login

Enter username, password and verification code as displayed and click button.

User Dashboard will be displayed: Click Forgot Password in case of forgotten password. System will send you reset password link to your registered email id.
1.3 Dashboard

Submitted applications will be displayed with following column headings:

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SR No.</td>
<td>ZSB (Zila Sainik Board)</td>
</tr>
<tr>
<td>Application No.</td>
<td>RSB (Rajya Sainik Board)</td>
</tr>
<tr>
<td>Student Name</td>
<td>KSB (Kendriya Sainik Board)</td>
</tr>
<tr>
<td>Date</td>
<td>Final Status</td>
</tr>
<tr>
<td>Scheme Name</td>
<td>Selected</td>
</tr>
<tr>
<td>Ex-Serviceman Name</td>
<td>View/Edit</td>
</tr>
<tr>
<td>Service No.</td>
<td>Remark</td>
</tr>
</tbody>
</table>

You can track your application whether it is under ZSB, RSB and KSB desk and the action taken at each level. You can also view final and selected status.

- You can view submitted application by selecting (view) icon
- You can get back to the Dashboard at any point of time by clicking Dashboard on top right corner of the screen
- You can edit the registration form, till its status is pending from ZSB
- Click to list all applications
• Click on "Approved" to view list of approved applications

• Click on "Rejected" to view list of rejected applications

• Click on "Pending" to view pending applications
Application for PMSS
1. Application for PMSS

- Fill in new registration form by selecting Figure 1-1

Select Scheme from dropdown and fill the form:
1.1 Part I

Figure 1-2
Fill in the detail:

- Enter following detail

- Click [Choose File] to select the Photo image. Windows open file dialog box opens.

- Select the photo image file and click [Upload] button. Selected image will be displayed as shown above

*Note*

*Only jpeg/jpg/gif/png format allowed. Maximum 1MB allowed.*

<table>
<thead>
<tr>
<th>1. (a) First Name of Student - Enter name of the student</th>
<th>5.(b) Rank – select rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. (b) Middle Name of Student – enter middle name of the student</td>
<td>5.(c) Select your Rajya Sainik Board – select the RSB</td>
</tr>
<tr>
<td>1. (c) Surname of Student – enter surname of the student</td>
<td>5.(d) Select your Zila Sainik Board – select ZSB</td>
</tr>
<tr>
<td>Aadhar Card Number (Optional) – enter Aadhar card number</td>
<td>6.(a) Present Correspondence Address – enter current address for correspondence:</td>
</tr>
<tr>
<td>2. Gender – select gender</td>
<td>By default the details enter under registration, form will be fetched (House No., Street No. &amp; Name, Town, Village, City, District, State and Country ) Edit the same if required</td>
</tr>
<tr>
<td>3. Date of Birth – select date of birth from calendar</td>
<td>6.(b) Permanent Address – Enter permanent address:</td>
</tr>
<tr>
<td>4. Marital Status - select marital status</td>
<td>By default the details enter under registration, form will be fetched (House No., Street No. &amp; Name, Town, Village, City, District, State and Country ) Edit the same if required</td>
</tr>
</tbody>
</table>
5.(a) Type of Service – select type of service from dropdown

7. Contact Details.

- By default the details enter under registration form will be fetched: You can change/edit the same if required

- Click **Save** button to save the application partially

1.2 Part 2

![Image of application form]

**Figure 1-3**
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>8. Ex-Servicemen Category - select Category Information from drop down list</td>
<td>10.(c) Total Marks – enter total marks</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>9. (a) Name of Ex-Service Man/Ex-Coast Guard - enter name of ex-service man /guard</td>
<td>10.(d) Marks Obtained – enter marks obtained</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>9. (b) Service Number – enter service number</td>
<td>10.(e) Percentage of Marks – enter % of marks</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>9. (c) Date of Death of ESM – select date of death of ESM</td>
<td>11.(a) Any Other Financial Assistance – select the option if any other financial assistance availed</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>9. (d) Pension/Non Pensioners – select option (Yes/NO)</td>
<td>12. Name of Course - select name of the course</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>9. (e) PPO Number - enter PPO number</td>
<td>13. Duration of Course in years and months – enter duration of the course</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>10.(a) Minimum Eligibility Qualification – select minimum eligibility qualification</td>
<td>14.(a) Course commenced on – select course commencement date</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>10.(b) Year in which Exam Passed – select year of passing from calendar</td>
<td>14.(b) Course completion date approx. – select course commencement date</td>
</tr>
</tbody>
</table>

- Click **Save** to save the application partially or continue to enter the details under Part 3:
1.3 Part 3

<table>
<thead>
<tr>
<th>15.(a) Name of College – enter college name</th>
<th>17.(b) Bank Name – enter bank name</th>
</tr>
</thead>
<tbody>
<tr>
<td>15.(b) College Details – enter college details</td>
<td>17.(c) Branch Name – enter branch name</td>
</tr>
<tr>
<td>16. Regulatory Bodies/Council Information</td>
<td>17.(d) Account No. – enter account number</td>
</tr>
<tr>
<td>17.(a) Name of Bank Account Holder – enter name of bank account holder</td>
<td>17.(e) IFSC Code – enter bank’s IFSC code</td>
</tr>
</tbody>
</table>

- Click **Add Earlier Grant Details** to enter earlier grant details
- Enter SR No.
- Selection serial No. given by KSB
- Name of the brother/sister
- Course of Study Academic year in which applied
- Amount received so far

- Click **Save Earlier Grant Details** to save the detail. You can add more than once record by selecting **Add Earlier Grant Details**

- Click **Save** to save the application partially
1.3.1 Upload Scanned Document

You can upload required documents in image format:

You need to upload the supporting documents for:

- Bonafide Certificate
- Ex-Serviceman/ Ex-Coast Guard
- Mark sheet of 10th
- Mark sheet of 12th
- First Page of Bank Pass book
- Cancelled Cheque
- Certificate supporting the cat 1/2/3/4/5/6 (as applicable)

Click **Choose File** to select required document. Windows open file dialog box opens. Select the document.

Click **Upload** button to upload selected document.

**Note:**
Only pdf/jpeg/jpg/png format allowed. Maximum 1MB allowed. All documents are mandatory.

- Click **Download** to download already uploaded document
- Click **View** to view the document
- Click **Delete** to delete specific uploaded document
- Click **Save** button to save the detail
- System displays message on successful save

![Image of application form](image)

**Figure 1-5**

- Click **Print** button to print the application
- Click **Save and Forward** to save and submit the application to ZSB
Saved / submitted application will be displayed on user's dashboard:

1.4 Profile

Click (down arrow) to view the options for profile, change password and Signout.
Select Profile to view profile. User profile will be displayed as follows:

![User Profile Form](image)

**Figure 1-9**
Edit required changes or update profile and click **Save** button to save the detail.

### 1.5 Change Password

Select **Change password** link to change the password.

![Change Password Form](image1.png)

**Figure 1-10**

- Enter current password, and new password
- Re-enter new password to confirm
- Enter verification code as displayed
- Click **Save** button to save new password

### 1.6 Signout

Click **Signout** link to Signout login session
2. PMSS Application Authorization Flow

![Diagram showing the authorization flow process]

3. ZSB - Login

Enter authorized user credentials to login. Login screen displays dashboard for ZSB user/Admin:

**Note:**

At ZSB level, there are two user types.

(1) ZSB User

(2) ZSB Admin

ZSB user logs-in and views/verifies the application and RECOMMENDS the same. When ZSB User Recommends the application will be forwarded, to ZSB Admin for review. ZSB Admin Reviews, Verifies and RECOMMENDS the application and it will be forwarded to RSB User for further processing.
Applications will be displayed with following column headings:

<table>
<thead>
<tr>
<th>• SR No.</th>
<th>• Approval Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Selected</td>
<td>• RSB</td>
</tr>
<tr>
<td>• Application No.</td>
<td>• Approval Date</td>
</tr>
<tr>
<td>• Student Name</td>
<td>• KSB</td>
</tr>
<tr>
<td>• Application Date</td>
<td>• Approval Date</td>
</tr>
<tr>
<td>• Scheme Name</td>
<td>• Final Status</td>
</tr>
<tr>
<td>• Ex-Serviceman Name</td>
<td>• Approve / Reject</td>
</tr>
<tr>
<td>• Service No.</td>
<td>• Remark</td>
</tr>
<tr>
<td>• Category.</td>
<td>• Select the application to view and approve / reject from ZSB level</td>
</tr>
<tr>
<td>• ZSB</td>
<td></td>
</tr>
</tbody>
</table>
3.1 View PMSS Application

- Selected application will be displayed in edit mode:

![PMSS Application](image)

Figure 3-2
### Figure 3-3

#### Part 2

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>8. Ex Servicemen Category</td>
<td>Category 1</td>
</tr>
<tr>
<td>9. (a) Name of Ex-Serviceman/Ex-Guard</td>
<td>Suraj Shah</td>
</tr>
<tr>
<td>9. (c) Date of Death of ESM</td>
<td></td>
</tr>
<tr>
<td>9. (d) Pension/Non-Pensioner</td>
<td>Yes</td>
</tr>
<tr>
<td>9. (e) PPI Number</td>
<td>1111</td>
</tr>
<tr>
<td>10. (a) Minimum Eligibility Qualification</td>
<td></td>
</tr>
<tr>
<td>10. (b) Year in which Exam Passed</td>
<td>2019</td>
</tr>
<tr>
<td>10. (c) Total Marks</td>
<td>1000</td>
</tr>
<tr>
<td>10. (d) Marks Obtained</td>
<td>1300</td>
</tr>
<tr>
<td>10. (e) Percentage of Marks</td>
<td>83.33</td>
</tr>
<tr>
<td>11. (a) Any Other Financial Assistance</td>
<td></td>
</tr>
<tr>
<td>11. (b) Amount</td>
<td>35000.00</td>
</tr>
<tr>
<td>12. Name of Course</td>
<td>B.E</td>
</tr>
<tr>
<td>13. Duration of course in years and months</td>
<td>4.0</td>
</tr>
<tr>
<td>14. (a) Course commenced on</td>
<td>01/01/2012</td>
</tr>
<tr>
<td>14. (b) Course completion date approx.</td>
<td>30/01/2016</td>
</tr>
</tbody>
</table>

#### Part 3

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>15. (a) Name of College</td>
<td>DGI</td>
</tr>
<tr>
<td>15. (b) College Details</td>
<td></td>
</tr>
<tr>
<td>16. Regulatory Bodies/Council</td>
<td>All India Council for Technical Education</td>
</tr>
<tr>
<td>17. (a) Name of Bank Account Holder</td>
<td>Suraj</td>
</tr>
<tr>
<td>17. (b) Bank Name</td>
<td>SBI</td>
</tr>
<tr>
<td>17. (c) Branch Name</td>
<td>Jamnagar</td>
</tr>
<tr>
<td>17. (d) Account No.</td>
<td>4444 5555 5555 2222</td>
</tr>
<tr>
<td>17. (e) IFSC Code</td>
<td>SBIN 9806129</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SI No.</th>
<th>Actions</th>
<th>Selection serial No. given by KSSB</th>
<th>Name of the brother/sister</th>
<th>Course of Study</th>
<th>Academic year in which applied</th>
<th>Amount received so far</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>X</td>
<td>13284100132</td>
<td>Parmar Pranav</td>
<td>B.Com</td>
<td>2012</td>
<td>35000.00</td>
</tr>
</tbody>
</table>
3.1.1 Recommend PMSS Application to RSB

- Click **Recommend** to recommend and forward the application to RSB for further action.
### Figure 3-5

![User Management Interface](image)

<table>
<thead>
<tr>
<th>Application No</th>
<th>Student Name</th>
<th>Application Date</th>
<th>Scheme Name</th>
<th>Ex Serviceman Name</th>
<th>Service No</th>
<th>Category</th>
<th>ZSB Date</th>
<th>Approval Date</th>
<th>RSB Date</th>
<th>Approval Date</th>
<th>KSB Date</th>
<th>Approval Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>16PM000001</td>
<td>Nimesh Parmar</td>
<td>27/01/2016</td>
<td>PMSS</td>
<td>Sanj Shah</td>
<td>12345612</td>
<td>Category 1</td>
<td>Recommended</td>
<td>27/01/2016</td>
<td>Pending</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>
4. RSB - Login

Enter authorized user credentials to login. Login screen displays dashboard for RSB User/Admin:

**Note:**
At RSB level, there are two user types.

1. RSB User
2. RSB Admin

RSB user logs-in and views/verifies the application and RECOMMENDS the same. When RSB User Recommends the application will be forwarded, to RSB Admin for review. RSB Admin Reviews, Verifies and RECOMMENDS the application and it will be forwarded to KSB User for further processing.

**Figure 4-1**

**Note:**
You can Recommend or reject the applications that are Recommended by the ZSB User/Admin. You cannot recommend the application with pending status at ZSB level.

Submitted applications will be displayed with following column headings:

<table>
<thead>
<tr>
<th>SR No.</th>
<th>ZSB (Zila Sainik Board)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application No.</td>
<td>RSB (Rajya Sainik Board)</td>
</tr>
<tr>
<td>Application Name</td>
<td>Ex-Servicee Name</td>
</tr>
<tr>
<td>Application Date</td>
<td>Service Date</td>
</tr>
<tr>
<td>Scheme Name</td>
<td>Category</td>
</tr>
<tr>
<td>Status</td>
<td>Approval Date</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>• Student Name</td>
<td>• KSB (Kendriya Sainik Board)</td>
</tr>
<tr>
<td>• Date</td>
<td>• Final Status</td>
</tr>
<tr>
<td>• Scheme Name</td>
<td>• Selected</td>
</tr>
<tr>
<td>• Ex-Serviceman Name</td>
<td>• View/Edit</td>
</tr>
<tr>
<td>• Service No.</td>
<td>• Remark</td>
</tr>
</tbody>
</table>

- You can view submitted application by selecting (view) icon

4.1 **View PMSS Application**
Figure 4-2
### Figure 4-3

#### Part 2

8. Ex-Servicemen Category

- Category: [ ]

9. (a) Name of Ex-Service/Ex-Coast Guard

- Surendra

9. (b) Service Number

- 2539367

9. (c) Date of Death of Ex-Serviceman

- 01/01/2012

9. (d) Pension/Non Pensioner

- Yes

10. (a) Minimum Eligibility Qualification

- Select

10. (b) Year in which Exam Passed

- 2010

10. (c) Total Marks

- 200

11. (a) Amount

- 50000

12. Name of Course

- B.E.

13. Duration of Course in years and months

- 4.5

14. (a) Course commenced on

- 01/01/2012

14. (b) Course completion date approx

- 15. (a) Name of College

- DIT

15. (b) College Details

- MSIT

16. Regulatory Bodies/Council

- All India Council for Technical Education

17. (a) Name Of Bank Account Holder

- Surendra

17. (b) Bank Name

- SBI

17. (c) Branch Name

- [ ]

17. (d) Account No

- 4444

17. (e) IFSC Code

- [ ]

---

### Figure 4-4

#### Upload Scanned Document

- Only PDF/JPEG/JPG/png format allowed.
- Maximum 1MB allowed.

<table>
<thead>
<tr>
<th>Document Name</th>
<th>Document Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bonafide Certificate</td>
<td>ElectionCard.jpg</td>
</tr>
<tr>
<td>Ex-Servicemen/ Ex-Coast Guard</td>
<td>[ ]</td>
</tr>
<tr>
<td>Marksheet of 10th</td>
<td>[ ]</td>
</tr>
<tr>
<td>Marksheet of 12th</td>
<td>[ ]</td>
</tr>
<tr>
<td>First Page of Bank Pass book</td>
<td>[ ]</td>
</tr>
<tr>
<td>Cancelled Cheque</td>
<td>[ ]</td>
</tr>
<tr>
<td>Certificate supporting the cat</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

**Remarks:**

- I certify that all information highlighted in green tick has been verified with the original document by me.
4.1.1 Recommend Application to KSB

- Click to recommend and forward the application to KSB for further action

5. KSB - User Login

![KSB User Login Interface](image)

**Figure 5-1**

**Note:**
You can Recommend or reject the applications that are recommended by the RSB user/admin. You cannot recommend the application with pending status at RSB level.

You can only RECOMMEND the application, BUT cannot APPROVE the application.

Submitted applications will be displayed with following column headings:

<table>
<thead>
<tr>
<th>SR No.</th>
<th>ZSB (Zila Sainik Board)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application No.</td>
<td>RSB (Rajya Sainik Board)</td>
</tr>
<tr>
<td>Student Name</td>
<td>KSB (Kendriya Sainik Board)</td>
</tr>
</tbody>
</table>
### 5.1 View and Recommend PMSS Application

<table>
<thead>
<tr>
<th>Date</th>
<th>Final Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheme Name</td>
<td>Selected</td>
</tr>
<tr>
<td>Ex-Serviceman Name</td>
<td>View/Edit</td>
</tr>
<tr>
<td>Service No.</td>
<td>Remark</td>
</tr>
</tbody>
</table>

- You can view submitted application by selecting (view) icon
Figure 5-2
### Part 2

8. Ex-Servicemen Category
   - Category 1

9. (a) Name of Ex-Service Man/Ex-Coast Guard
   - Sunil Shah

9. (b) Service Number
   - 12345612

9. (c) Date of Death of ESM

9. (d) Pension/Non Pensioners
   - Yes

9. (e) PPO Number
   - 1111

10. (a) Minimum Eligibility Qualification
    - Select

10. (b) Year in which Exam Passed
    - 2010

10. (c) Total Marks
    - 1808

10. (d) Marks Obtained
    - 1500

10. (e) Percentage of Marks
    - 83.33

11. (a) Any Other Financial Assistance
    - Stipend

11. (b) Amount
    - 50000.00

12. Name of Course
    - B.E

13. Duration of Course in years and months
    - 4.0

14. (a) Course commenced on
    - 01/01/2012

14. (b) Course completion date approx
    - 31/01/2016

### Part 3

15. (a) Name of College
    - DDU

15. (b) College Details
    - Madras

16. Regulatory Bodies/Council
    - All India Council for Technical Education

17. (a) Name Of Bank Account Holder
    - Sunil

17. (b) Bank Name
    - SBI

17. (c) Branch Name
    - Jinnagar

17. (d) Account No
    - 4444

17. (e) IFSC Code
    - SBIN 0060129

---

<table>
<thead>
<tr>
<th>SR No</th>
<th>Actions</th>
<th>Selection serial No given by KSB</th>
<th>Name of the brother/sister</th>
<th>Course of Study</th>
<th>Academic year in which applied</th>
<th>Amount received so far</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>12345000322</td>
<td>Pranav Pranav</td>
<td>B.Com</td>
<td>2012</td>
<td>250000.00</td>
</tr>
</tbody>
</table>
### Figure 5-4

- Click ![download] to download uploaded document OR
- Click ![view] to view the document

Check the checkbox for ![certify]

- Click ![print] to print the application or click ![back] button to get back to Dashboard
- Click ![reject] to reject the application
- Click ![recommend] to approve the application for PM scholarship scheme
6. KSB - Admin Login

Note:
You can Approve or Reject the applications that are recommended by the KSB user.
You cannot Approve the application with pending status at KSB User level.

Submitted applications will be displayed with following column headings:

<table>
<thead>
<tr>
<th>Column Heading</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SR No.</td>
<td></td>
</tr>
<tr>
<td>RSB</td>
<td>(Rajya Sainik Board)</td>
</tr>
<tr>
<td>Application No.</td>
<td></td>
</tr>
<tr>
<td>KSB</td>
<td>(Kendriya Sainik Board)</td>
</tr>
<tr>
<td>Student Name</td>
<td></td>
</tr>
<tr>
<td>Final Status</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
<tr>
<td>Selected</td>
<td></td>
</tr>
<tr>
<td>Scheme Name</td>
<td></td>
</tr>
<tr>
<td>View/Edit</td>
<td></td>
</tr>
<tr>
<td>Ex-Serviceman Name</td>
<td></td>
</tr>
<tr>
<td>Remark</td>
<td></td>
</tr>
<tr>
<td>Service No.</td>
<td>You can view submitted application by selecting (view) icon</td>
</tr>
<tr>
<td>ZSB (Zila Sainik Board)</td>
<td></td>
</tr>
</tbody>
</table>
6.1 View and Approve PMSS Application

![PMSS Application Form](image)

---

**Figure 6-2**
Part 2

8. Ex-Servicemen Category: Category 1

9(a). Name of Ex-ServiceMan/Ex-Coast Guard: Suraj Shah

9(b). Service Number: 12345612

9(c). Date of Death of ESM: Yes

9(d). Pension/Non Pensioners: Yes

9(e). PPO Number: 1111

10(a). Minimum Eligibility Qualification: Select

10(b). Year in which Exam Passed: 2010

10(c). Total Marks: 1800

10(d). Marks Obtained: 1500

10(e). Percentage of Marks: 83.33

11(a). Any Other Financial Assistance: Stipend

12. Name of Course: B.E

13. Duration of Course in years and months: 4.0

14(a). Course commenced on: 01/01/2012

14(b). Course completion date approx: 21/01/2016

Part 3

15(a). Name of College: DDU

15(b). College Details: Madras

16. Regulatory Bodies/Council: All India Council for Technical Education

17(a). Name Of Bank Account Holder: Suraj

17(b). Bank Name: SBI

17(c). Branch Name: Jemmager

17(d). Account No.: 4444

17(e). IFSC Code: SBIN 0060129

<table>
<thead>
<tr>
<th>SR No.</th>
<th>Actions</th>
<th>Selection serial No. given by KSB</th>
<th>Name of the brother/sister</th>
<th>Course of Study</th>
<th>Academic year in which applied</th>
<th>Amount received so far</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>x</td>
<td>12PM000322</td>
<td>Pranav</td>
<td>B.Com</td>
<td>2012</td>
<td>25000.00</td>
</tr>
</tbody>
</table>

Figure 6-3
### 6.2 Approve Application

Check the checkbox for

- I certify that all information highlighted in green tick has been verified with the original document by me.

Click to approve the application for PM scholarship scheme
6.3 Eligible Student List for PMSS

Approved candidates list will be displayed with following column headings:

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application no.</td>
<td>Email</td>
</tr>
<tr>
<td>Student name</td>
<td>ESM Name</td>
</tr>
<tr>
<td>Gender</td>
<td>Service No.</td>
</tr>
<tr>
<td>Course</td>
<td>Rank</td>
</tr>
<tr>
<td>RSB</td>
<td>Type of Service</td>
</tr>
<tr>
<td>ZSB</td>
<td>% of Marks Scored</td>
</tr>
</tbody>
</table>

- Click [Generate Merit List] to generate the merit list for scholarship
- Click [Export to Excel] to export the list to excel format

6.4 PMSS Payment
Select option from left panel under Masters:

**Figure 6-6**

- Click (Edit) icon to proceed with payment
Application details will be fetched automatically:

- Enter Approved amount and select date
- Click **Save** button to save the payment process

### 6.5 Payment Report

Select the option from left panel under Masters:
Figure 6-8

Payment report with total amount to be spent, Amount already spent and Remaining amount to spend will be displayed along with paid records.
KSB-Welfare schemes
1. Application for Welfare Scheme

- Fill in new application form by selecting

![New Application](image)

**Figure 1-1**

Select Scheme from dropdown and fill the form:

![Application Form](image)

**Figure 1-2**
Figure 1-3

Figure 1-4
Fill in the detail:

- Enter following detail
- Click to select the Photo image. Windows open file dialog box opens.
- Select the photo image file and click button. Selected image will be displayed as shown above

**Note**
Only jpeg/jpg/gif/png format allowed. Maximum 1MB allowed.

<table>
<thead>
<tr>
<th>First Name - Enter First name</th>
<th>Date of Death of ESM (Optional) - select date of death of ESM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Middle Name – enter middle name</td>
<td>Reasons for discharge(As in Discharge Certificate) - enter the reason for discharge</td>
</tr>
<tr>
<td>Surname – enter surname</td>
<td>Character at the time of discharge - select the character at the time of discharge</td>
</tr>
<tr>
<td>Service Number - enter service number of ESM</td>
<td>Pension (Basic pm for pensioners) (Optional) - Enter pension</td>
</tr>
<tr>
<td>Aadhar Card Number (Optional) – enter Aadhar card number</td>
<td>If re-employed, income there from employment (Optional) - enter the</td>
</tr>
<tr>
<td><strong>income amount</strong></td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>• Rank – select Rank of ESM</td>
<td>• Monthly income for non-pensioners (from other sources) (Optional) - enter income amount</td>
</tr>
<tr>
<td>• Date of Enrollment – select date of enrollment from calendar</td>
<td>• Select your Rajya Sainik Board – select the RSB</td>
</tr>
<tr>
<td>• Date of Discharge - select date of discharge</td>
<td>• Select your Zila Sainik Board – select ZSB</td>
</tr>
<tr>
<td>• Date of Birth – select date of birth</td>
<td>• Present Correspondence Address – enter current address for correspondence:</td>
</tr>
</tbody>
</table>

- By default the details enter under registration, form will be fetched (House No., Street No. & Name, Town, Village, City, District, State and Country ) Edit the same if required
- Permanent Address – Enter permanent address:
- By default the details enter under registration, form will be fetched (House No., Street No. & Name, Town, Village, City, District, State and Country ) Edit the same if required
- Contact Details.
- By default the details enter under registration form will be fetched: You can change/edit the same if required
- Click **Save** button to save the application partially

**Part 2**

- Name Of Bank Account Holder - enter name of bank account holder
- Bank Name - enter bank name
- Branch Name - enter branch name
- Account No. - enter account number
- IFSC Code - enter IFSC code of the branch
- Additional information if any (Optional) - enter additional information if any
Part 3

- Name of Disabled Child - enter name of disabled child
- Nature of Disability - enter nature of disability
- %age - enter %age
- Upload Scanned Document

You can upload required documents in image format:

You need to upload the supporting documents for:

- Discharge Book (must have entry regarding child)
- ESM and Dependent Identity Card
- 100% disability certificate issued by Military / Govt hospital
- Details of Bank A/c No (in PNB/SBI only) and IFS Code

Click to select required document. Windows open file dialog box opens. Select the document.

Click button to upload selected document.

Note: Only pdf/jpeg/jpg/png format allowed. Maximum 1MB allowed. All documents are mandatory.

- Click to download already uploaded document
- Click to view the document
- Click to delete specific uploaded document
- Click button to save the detail
- Click button to print the application
- Click button to save and submit the application to ZSB
- System displays message on successful submission

![Success](image)

Your application has been forwarded to your concerned ZSB.

- Saved / submitted application will be displayed on user's dashboard:

### 1.1 Profile

Click [down arrow] to view the options for profile, change password and Signout.

![Profile Options](image)

Select [Profile] to view profile. User profile will be displayed as follows:
Edit required changes or update profile and click **Save** button to save the detail.
1.1.1 Change Password

Select [Change password] link to change the password.

![Password Change Form]

**Figure 1-8**

- Enter current password, and new password
- Re-enter new password to confirm
- Enter verification code as displayed
- Click [Save] button to save new password

1.1.2 Signout

Click [Signout] link to Signout login session

### 2. Welfare Application Authorization Flow
3. ZSB - Login

Enter authorized user credentials to login. Login screen displays dashboard for ZSB user/Admin:

Note:
At ZSB level, there are two user types.

(1) ZSB User

(2) ZSB Admin

ZSB user logs-in and views/verifies the application and RECOMMENDS the same. When ZSB User Recommends the application will be forwarded to ZSB Admin for review. ZSB Admin Reviews, Verifies and RECOMMENDS the application and it will be forwarded to RSB User for further processing.
Applications will be displayed with following column headings:

<table>
<thead>
<tr>
<th>SR No.</th>
<th>Approval Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approve/Reject - Select the application to view and approve / reject from ZSB level</td>
<td>RSB</td>
</tr>
<tr>
<td>Application No.</td>
<td>Approval Date</td>
</tr>
<tr>
<td>Applicant Name</td>
<td>KSB</td>
</tr>
</tbody>
</table>
3.1 View Welfare Application

- Selected application will be displayed in edit mode:

![FINANCIAL ASSISTANCE TO 100% DISABLED CHILD OF ESM](image)

Figure 3-3
### Figure 3-4

**Present Correspondence Address**

- **House No.**: 533
- **Street No. & Name**: Paoli
- **Town**: 
- **Village**: 
- **City**: 
- **District**: 
- **State**: 
- **Country**: India
- **Pin Code**: 384001

**Contact Details**

- **Telephone No.**: 
- **Mobile No.**: 9993893654
- **Email Id**: kalpesh_bakotiya@bolvertech.com

### Part 2

<table>
<thead>
<tr>
<th>Name Of Bank Account Holder</th>
<th>Bank Name</th>
<th>Branch Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kalpesh</td>
<td>SBI</td>
<td>Mehsana</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Account No.</th>
<th>IFSC Code</th>
<th>Additional Information if any</th>
</tr>
</thead>
<tbody>
<tr>
<td>3453 4523 5234 2032</td>
<td>SBIN 1212121</td>
<td></td>
</tr>
</tbody>
</table>

3.2 Recommend Welfare Application to RSB

- Click **Recommend** to recommend and forward the application to RSB for further action.
4. RSB - Login

Enter authorized user credentials to login. Login screen displays dashboard for RSB User/Admin:

**Note:**
At RSB level, there are two user types.

(1) RSB User
(2) RSB Admin

RSB user logs-in and views/verifies the application and RECOMMENDS the same. When RSB User Recommends the application will be forwarded, to RSB Admin for review. RSB Admin Reviews, Verifies and RECOMMENDS the application and it will be forwarded to KSB User for further processing.

**Note:**
You can Recommend or reject the applications that are Recommended by the ZSB User/Admin. You cannot recommend the application with pending status at ZSB level:
Submitted applications will be displayed with following column headings: Applications will be displayed with following column headings:

<table>
<thead>
<tr>
<th>SR No.</th>
<th>Approval Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approve/Reject - Select the application to view and approve / reject from ZSB level</td>
<td>RSB</td>
</tr>
<tr>
<td>Application No.</td>
<td>Approval Date</td>
</tr>
<tr>
<td>Applicant Name</td>
<td>KSB</td>
</tr>
<tr>
<td>Scheme Name</td>
<td>Approval Date</td>
</tr>
<tr>
<td>Service No.</td>
<td>Final Status</td>
</tr>
<tr>
<td>ZSB</td>
<td>Remark</td>
</tr>
</tbody>
</table>

- You can view submitted application by selecting (view) icon

### 4.1 View Welfare Application
### FINANCIAL ASSISTANCE TO 100% DISABLED CHILD OF ESM (For Disabled Children of Havildar & Below ESM having 100% Disability)

**Application No.** IEWP000004

**Part 1**

<table>
<thead>
<tr>
<th>First Name</th>
<th>Middle Name</th>
<th>Surname</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kabesh</td>
<td></td>
<td>Bakshya</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Number</th>
<th>Aadhar Card Number (Optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>DDH523</td>
<td>0542 8081 9054</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of Enrollment</th>
<th>Date of Discharge</th>
<th>Date of Death of ESM</th>
<th>Reasons for discharge (As in Discharge Certificate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/03/1980</td>
<td>01/02/2016</td>
<td></td>
<td>Off Duty</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pension (Basic pm for pensioners)</th>
<th>If re-employed, income there from employment</th>
<th>Monthly income for non-pensioners (from other sources)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Select your Rayya Sainik Board: GUJARAT

Select your Zilla Sainik Board: Mahosuna

**Present Correspondence Address**: House No. 503

**Contact Details**: Telephone No. Mobile No.

---

*Figure 4-2*
### Present Correspondence Address:

- **House No.**: S33
- **Street No. & Name**: Paid
- **Town**: 
- **Village**: 
- **City**: Mehsana
- **District**: Mehsana
- **State**: Gujarat
- **Country**: India
- **Pin Code**: 384001

### Contact Details:

- **Telephone No.**: 
- **Mobile No.**: 9699989851
- **Email Id**: kalpesh_bakotiya@silvertouch.com

### Part 2

<table>
<thead>
<tr>
<th>Name Of Bank Account Holder</th>
<th>Bank Name</th>
<th>Branch Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kalpesh</td>
<td>SBI</td>
<td>Mehsana</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Account No.</th>
<th>IFSC Code</th>
<th>SBIIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>3453 4524</td>
<td>12121211</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 4-3**
### Figure 4-4

- Click 🗯 to download uploaded document OR
- Click🔗 to view the document
- Click🖨 to print the application or click Back button to get back to Dashboard
- ClickReject to reject the application
4.2 Recommend Welfare Application to KSB

- Click to recommend and forward the application to KSB for further action.

5. KSB - User Login

![Image of KSB interface]

**Figure 5-1**

**Note:**
You can Recommend or reject the applications that are recommended by the RSB user/admin. You cannot recommend the application with pending status at RSB level.

You can only RECOMMEND the application, BUT cannot APPROVE the application.

Submitted applications will be displayed with following column headings:

<table>
<thead>
<tr>
<th>SR No.</th>
<th>Approval Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approve/Reject - Select the application to view and approve/reject from ZSB level</td>
<td>RSB</td>
</tr>
<tr>
<td>Application No.</td>
<td>Approval Date</td>
</tr>
<tr>
<td>Applicant Name</td>
<td>KSB</td>
</tr>
<tr>
<td>Scheme Name</td>
<td>Approval Date</td>
</tr>
</tbody>
</table>
- Service No.
- Final Status
- ZSB
- Remark

You can view submitted application by selecting 👀 (view) icon

5.1 View and Recommend Welfare Application

![Application Form](image)

**Figure 5-2**
Figure 5-3
Click to download uploaded document OR

Click to view the document

Check the checkbox for

Click to print the application or click button to get back to Dashboard

Click to reject the application

Click to approve the application for Welfare scheme
6. KSB - Admin Login

Note:
You can Approve or Reject the applications that are recommended by the KSB user. You cannot Approve the application with pending status at KSB User level.

Submitted applications will be displayed with following column headings:

<table>
<thead>
<tr>
<th>SR No.</th>
<th>Approval Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approve/Reject - Select the application to view and approve/reject from ZSB level</td>
<td>RSB</td>
</tr>
<tr>
<td>Application No.</td>
<td>Approval Date</td>
</tr>
<tr>
<td>Applicant Name</td>
<td>KSB</td>
</tr>
<tr>
<td>Scheme Name</td>
<td>Approval Date</td>
</tr>
<tr>
<td>Service No.</td>
<td>Final Status</td>
</tr>
<tr>
<td>ZSB</td>
<td>Remark</td>
</tr>
</tbody>
</table>

- You can view submitted application by selecting (view) icon
6.1 View and Approve Welfare Application

![Figure 6-2](image-url)

**FINANCIAL ASSISTANCE TO 100% DISABLED CHILD OF ESM (For Disabled Children of Havildar & Below ESM having 100% Disability)**

**Application No**: 1WP000004

**Part 1**

- **First Name**: Kajesh
- **Middle Name**: 
- **Surname**: Bakotiya
- **Service Number**: DD00323
- **Aadhar Card Number (Optional)**: 6542, 6968, 9654
- **Rank**: Sepoy/Sawar
- **Date of Enrollment**: 07/02/1990
- **Date of Discharge**: 01/02/2016
- **Date of Birth**: 07/02/1979
- **Date of Death of ESM**: 
- **Reasons for discharge (As in Discharge Certificate)**: Off Duty
- **Character at the time of discharge**: Very Good
- **Pension (Basic pm for pensioners)**: 
- **If re-employed, income there from employment**: 
- **Monthly income for non-pensioners (from other sources)**: 
- **Select your Paya Sainik Board**: GUJARAT
- **Select your Zila Sainik Board**: Mahisana
- **Present Correspondence Address**: 
- **House No**: 523
- **Contact Details**: 
  - **Telephone No**: 
  - **Mobile No**: 

*Kindly fill details as per records to be incorporated as a guideline banner.*
# Figure 6-3

<table>
<thead>
<tr>
<th>Present Correspondence Address</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>House No. *&lt;br&gt;533</td>
<td>Telephone No.</td>
</tr>
<tr>
<td>Street No. &amp; Name *&lt;br&gt;Paldi</td>
<td>Mobile No. *&lt;br&gt;9898989654</td>
</tr>
<tr>
<td>Town:</td>
<td>Email Id *&lt;br&gt;<a href="mailto:kalpesh_bakota@yahoo.com">kalpesh_bakota@yahoo.com</a></td>
</tr>
<tr>
<td>Village:</td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td></td>
</tr>
<tr>
<td>District *&lt;br&gt;Mehsana</td>
<td></td>
</tr>
<tr>
<td>State *&lt;br&gt;Gujarat</td>
<td></td>
</tr>
<tr>
<td>Country:</td>
<td></td>
</tr>
<tr>
<td>Pin Code *&lt;br&gt;384801</td>
<td></td>
</tr>
</tbody>
</table>

## Part 2

<table>
<thead>
<tr>
<th>Name Of Bank Account Holder * ✓ ✓</th>
<th>Bank Name * ✓ ✓</th>
<th>Branch Name * ✓ ✓</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kalpesh</td>
<td>SBI</td>
<td>Mehsana</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Account No. * ✓ ✓</th>
<th>IFSC Code * ✓ ✓</th>
<th>Additional Information if any. * ✓ ✓</th>
</tr>
</thead>
<tbody>
<tr>
<td>3453 4523 5234 2342</td>
<td>5BHN 1212121</td>
<td></td>
</tr>
</tbody>
</table>


### Part 3

<table>
<thead>
<tr>
<th>Name of Disabled Child*</th>
<th>Nature of Disability*</th>
<th>%age*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aman</td>
<td>Blind</td>
<td>10</td>
</tr>
</tbody>
</table>

#### Upload Scanned Document

- Discharge Book (must have entry regarding child)
- ESM and Dependent Identity Card
- 100% disability certificate issued by Military / Govt hospital
- Details of Bank A/c No (in PNB/SBI only) and IFS Code

#### Remarks:

It is certified that the applicant has not been provided any financial assistance from the State Govt or any other source in respect of above mentioned disabled child. I hereby confirm that the information furnished above is correct as per the original documents of the applicant. Hence, the case is **recommemded**.

---

**Figure 6-4**

- Click [ ] to download uploaded document OR
- Click [ ] to view the document
- Click [ ] to print the application or click [ ] button to get back to Dashboard
- Click [ ] to reject the application

### 6.2 Approve Application

Check the checkbox for

- Click [ ] to approve the application for Welfare scheme
Grievances
1. User Functionality - Grievance Posting

Type KSB portal URL and press CTRL key. Select link from “Grievances” menu as shown below:

Grievance form will be displayed:
<table>
<thead>
<tr>
<th><strong>Enter following detail:</strong></th>
<th><strong>Rank:</strong> enter rank held</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: Enter name</td>
<td>Service No: enter service number</td>
</tr>
</tbody>
</table>
• Category of ESM: enter ESM Card number
• Date of Enrolment: select enrolment date from calendar (📅)
• Date of Discharge: select duty discharge date from calendar (📅)
• Pension/Non Pensioners: Specify, if pension drawer
• Address: enter address
• Mobile No.: enter mobile number
• Landline No.: specify landline phone number, if any
• Email Id: enter email id

Note:
On submission, a unique reference number will be forwarded to this email id, using which you can track the status of the grievance posted.

• Select Scheme: Select scheme for which you want to post the grievance
• Grievance Category: select grievance category from dropdown list
• Title: enter title for grievance
• Upload Document: Click button upload any supporting document for grievance

Note:
File formats jpeg/jpg/gif/png/pdf/doc are allowed. Maximum 1MB allowed.

• If you select the grievance category as “RTI” then system will pop up, another option to upload RTI Challan as shown below:

![Upload Scanned copy of RTI Challan](image)

Figure 1-3

• Click and upload RTI Challan.

Note:
File formats jpeg/jpg/gif/png/pdf/doc are allowed. Maximum 1MB allowed.

• Content: enter the description for grievance.

• Enter verification code as displayed
• Click **Submit** button to post the grievance

• System displays message on successful submission

**Grievance added successfully. Kindly check your email for the Grievance reference number**

An email will be forwarded with unique reference number as shown below:

Hello Suraj Shah,

Your Grievance added successfully.

Kindly find Grievance Ref. no and Title below for tracking purpose.

Title: **General Query for PMSS**.
Grievance No: **Dept_160218_2**
Thank You.

* This is auto generated email by system

---

**Figure 1-4**

You can track the grievance status by selecting **Track Grievance** option on KSB Portal.

---

**2. Track Grievance**

You can track the grievance status by selecting **Track Grievance** option on KSB Portal.
- Enter grievance number and verification code

- Click (refresh) to refresh the verification code

- Click to view the status of grievance.

- Grievance status will be displayed as shown below:

<table>
<thead>
<tr>
<th>Grievance No.</th>
<th>Verification Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dept_160218_2</td>
<td>pptvzm</td>
</tr>
</tbody>
</table>

  **Grievance no:** Dept_160218_2
  **Application Date:** 18/02/2016
  **Scheme:** PRIME MINISTER'S SCHOLARSHIP SCHEME
  **Ward Category:** General Inquiry
  **Title:** General Query for PMSS
  **Grievance Details:** Detail of PMSS
  **Grievance Status:** Pending
  **Reply from Department:** NA
  **Document:** NA
3. Process at KSB & RSB level

![Flowchart showing the process at KSB & RSB level]

4. Grievance Department - User Login

Login with specific user rights to view the Grievances:

![Login interface with fields for username, password, and verification code]

Enter username, password and verification code as displayed and click button.

User Dashboard will be displayed:
Click "Forgot Password" in case of forgotten password. System will send you reset password link to your registered email id.

### 4.1 Dashboard

![Figure 4-2](image)

Dashboard displays status of various grievances in pictorial depiction.

Select from left panel: Click "Grievance"

List of grievances will be displayed: Click button to hide the menu panel on left:

![Figure 4-3](image)
Enter search criteria and click the **Search** button. Searched grievances will be displayed with the following column headings:

- Actions
- Status
- Grievance No.
- Grievance Date
- Category
- Scheme name
- Title
- Applicant
- Email
- Rank
- ESM Card
- Service no.
- Document
- RTI Document

Status of each grievance will be displayed in color code as shown below:
Select the application with **Pending** status to take action by selecting ☑️ (edit) icon. Grievance will be displayed as shown below:

![Grievance Details](image)

**Figure 4-5**

Click Download to download the document.

Here the KSB User has two options: (1) **To Reply** (2) **To Forward**

4.1.1 **Reply**

Click ❌ button reply the grievance:
Click ✎ List to get back to the list view.

If you have already replied to the grievance, then the comment will be displayed under ‘Last Reply by Department’ box.

- You can enter description/reply under ‘Reply’ box.
- Here you need to change the status of the grievance manually.
- Click ✎ Choose File to upload any document.

**Status:**
- In Process
- Pending
- Completed

- Click ✎ Submit to send the reply.

**4.1.2 Forward**
Figure 4-7

- Click Download to download the document.

- Click Forward to forward the grievance to RSB, ZSB or Others (specific department or wing – through email)

Figure 4-8

- You can forward the Grievance to:
(1) KSB-Departments:

Select to forward the grievance to specific department under KSB.

![Select Category](image)

Figure 4-9

(2) RSB:

Select , then list of Rajya Sainik boards will be displayed at State level. Select specific state to forward the grievance.

![Select RSB](image)

Figure 4-10

(3) ZSB:

Select to send to specific Zila Sainik Board.
(4) Other:

By selecting 'Other' you can forward the grievance to any individual body, institution or any individual by specifying the e-mail address:

Note: You can enter more than one e-mail addresses, separating by comma.

After selecting 'Forward To' option, click to upload document.

Note: Only jpeg/jpg/gif/png/pdf/doc formats are allowed. Maximum allowed size is 1MB.

- Click button to forward the grievance to selected entity.
System displays message as:

**Grievance forwarded Successfully**

**Note:**

On forwarding the grievance, the status will be automatically updated to “In–Process” and the applicant can view the status using unique grievance reference number.

---

5. RSB/ZSB User Login

RSB User can login to take further action on the Grievance:

Select **Grievance** from left panel and select **Grievance Details**.

Grievance list will be displayed:
**Note:**
At this level, you can only Reply to the Grievance. There will be single option. You cannot forward the same to any other entity/body.

Select the application with In Process status to take action by selecting ☑️ (edit) icon.

Grievance will be displayed as shown below:

**Figure 5-3**

- Click button to take further action
Enter your comment/response under 'Reply' box and select the status:

- You can either select the status as 'In-Process' or 'Completed'
- Click Submit button to submit the action
- System displays message to confirm:

![Grievance Details](image)

**Figure 5-4**

System displays message on successful submission:

**Figure 5-5**

Click OK button to confirm submission.

6. **KSB User Login – with Grievance Rights**
Login with KSB User credentials:

![Login Page Screenshot]

Figure 6-1

KSB User with Grievance rights will be able to view and take appropriate action as applicable.

KSB User dashboard will be displayed:

![Dashboard Screenshot]

Figure 6-2
• Select from left panel: Click : Grievance Details

• Grievance list will be displayed as shown below:

![Grievance List](image)

<table>
<thead>
<tr>
<th>Grievance Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Limit Per Page 5 * Page 1 of 8</td>
</tr>
<tr>
<td>Actions</td>
</tr>
<tr>
<td>In Process</td>
</tr>
<tr>
<td>In Process</td>
</tr>
<tr>
<td>In Process</td>
</tr>
<tr>
<td>Completed</td>
</tr>
<tr>
<td>In Process</td>
</tr>
</tbody>
</table>

**Figure 6-3**

• Select the application with **In Process** status to take action by selecting [edit] icon.

• Grievance will be displayed as shown below:

**Note:**
KSB User will be able to take action on grievance with status “Pending” only. KSB User will not be able to take action on already forwarded Grievance.